Getting started with
Flywheel
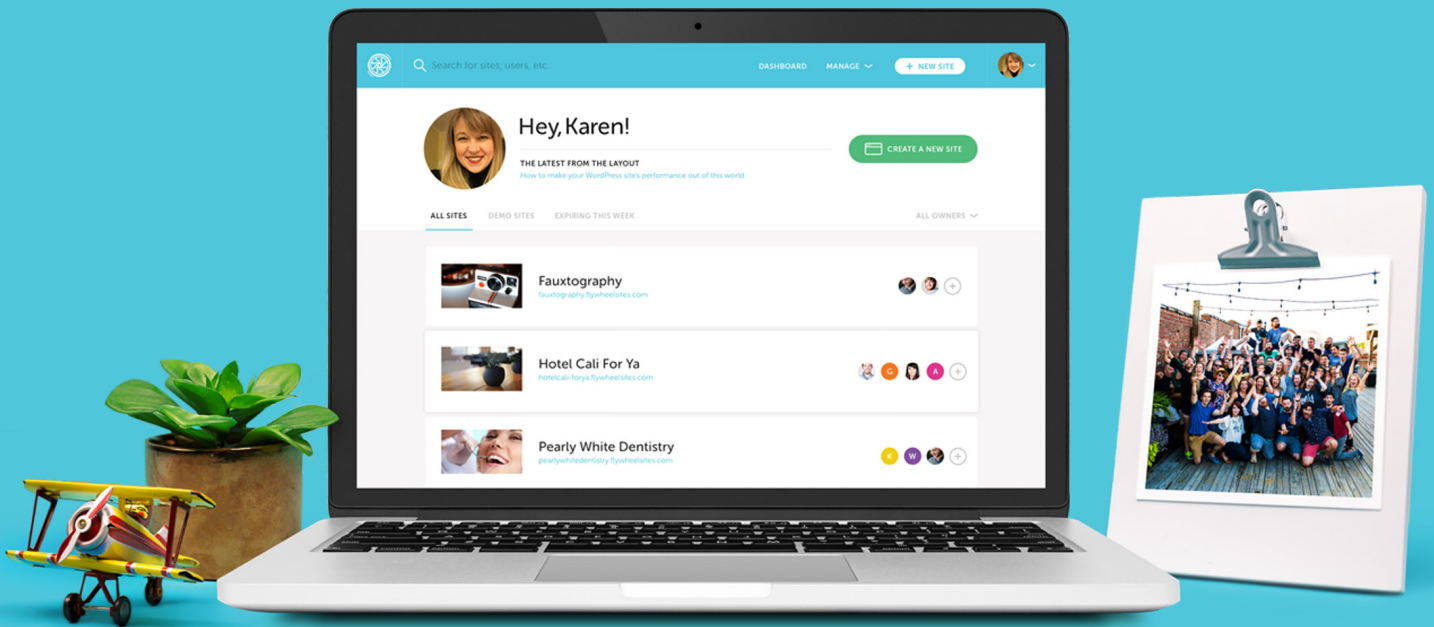

FLYWHEEL

Hi there, welcome to Flywheel!

We're thrilled to help you build, launch, and manage your WordPress site, and ultimately, help you scale your business!

With this ebook, you'll learn everything you need to know about getting started on our platform, the easy steps you'll follow to take your site live, and how to manage your site for years to come (or rather, how we'll help manage it for you)!
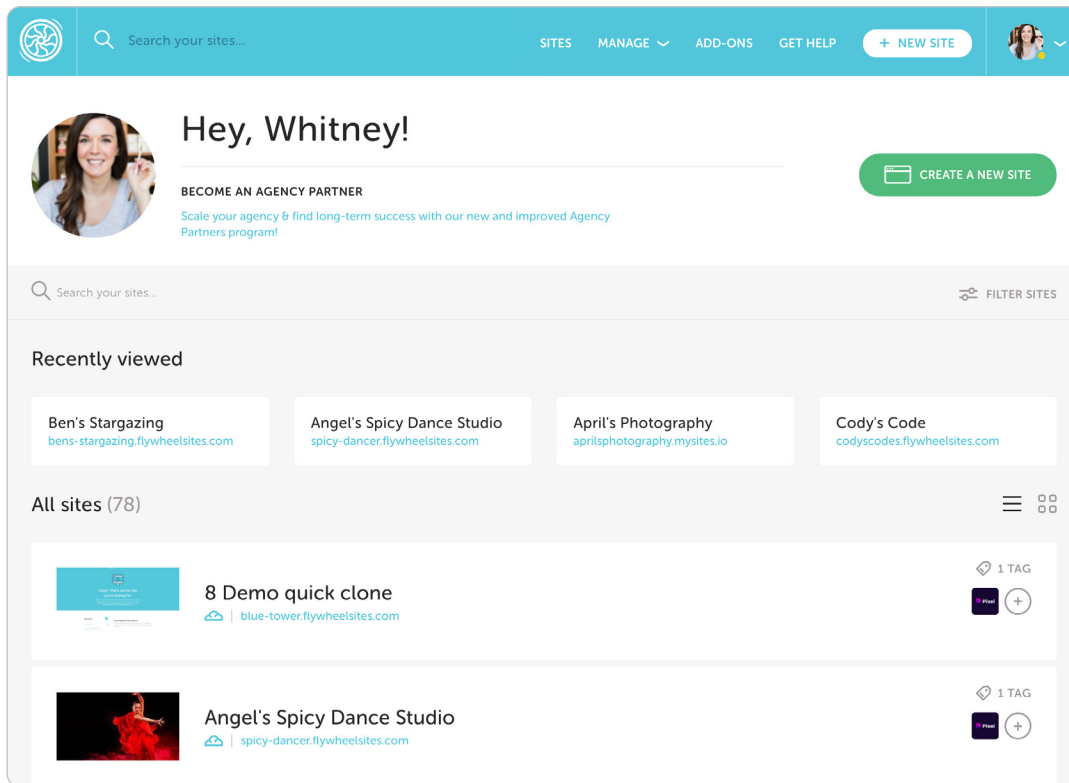
GETTING STARTED:

Site Dashboard tour

First things first, let's take a tour of the dashboard

This is our beautiful dashboard, and it's the default page you'll see whenever you log into your Flywheel account! Here you can view your sites, create new ones, and manage your information.

In the top right corner of the dashboard is your **User Icon Dropdown**. From here, you can view your profile, billing history, payment methods, check security settings, and view product updates.
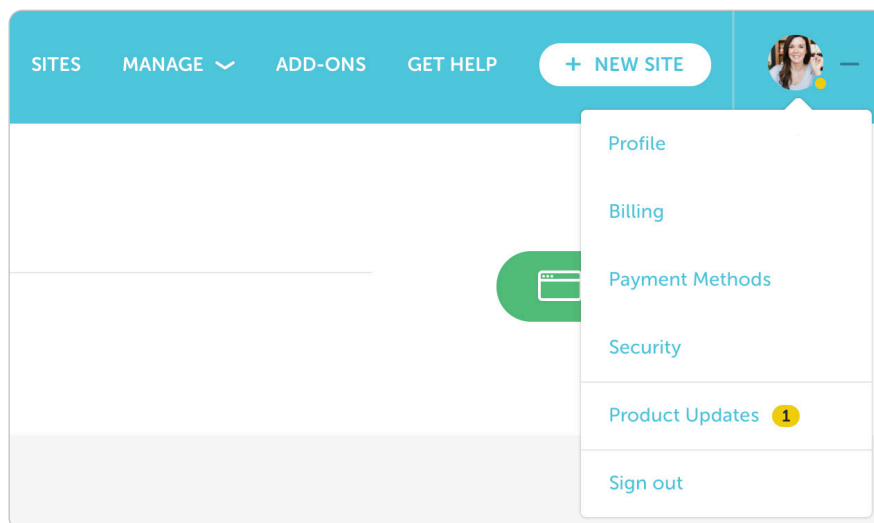
The Support Dashboard

Real help from real humans, 24 hours a day

No matter where you're at in the Flywheel app, you'll be able to access real-time support with a single click via our **Chat Now** feature.

We also created a centralized place right within the help dashboard where you can create, reply to, and close out tickets. This gives you a singular place to keep track of support threads, so there's no more digging through your inbox to find the answers!
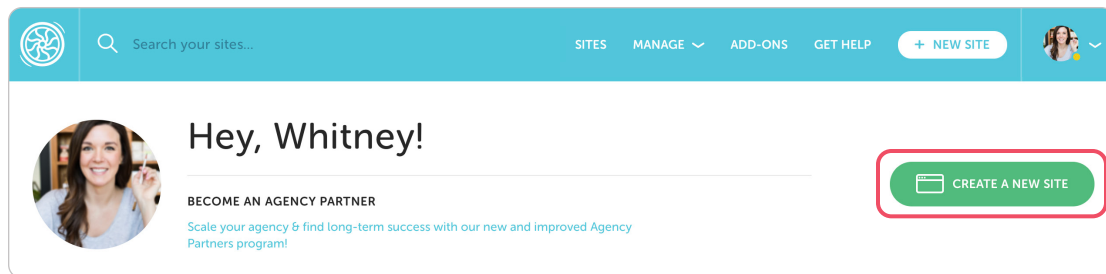
Creating/migrating a site

You can add your first site in minutes! Let us show you how.

You can easily create a WordPress site by clicking the **"Create a new site"** button in the main Flywheel dashboard.

Clicking this will take you to a form, where you have a few options:

CREATE A BRAND NEW SITE

If you're starting a new site from scratch, then you can continue filling out the original form on this page. First choose whether you or your Organization will own the site, then at the bottom, you'll see an option to choose the plan on which the new site will be created.
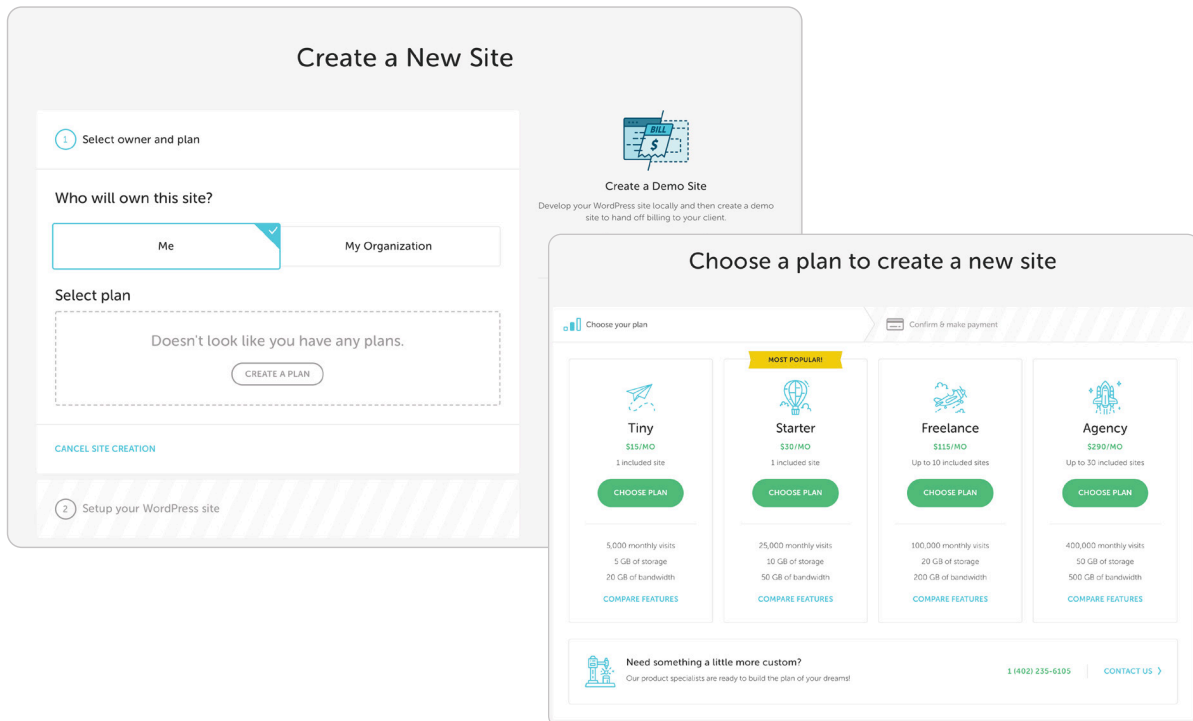
CREATE A DEMO SITE

If you're building a site for someone else, you can spin up a demo site and later use our Billing Transfer feature to send the bill directly to your client! Just click the **"Create a Demo Site"** option listed in the sidebar.

This gives you 14 days to finish up development and show your work to your client. The site won't be live until payment is submitted, but you'll be able to show your clients a password-protected, production-ready version.

MIGRATE AN EXISTING SITE

In the sidebar of the **"Create a new site"** form, you'll notice an option to migrate an existing site. If you're looking to move a site to Flywheel that already exists somewhere else, we'll take care of the migration for you, for free!

Migrations typically take one to three business days, but your original site stays live the entire time, so there's no need to worry about downtime or lost business.

After submitting the migration request you can just sit back and relax! We'll let you know once the migration is complete.

The Site Dashboard

Now that you've created your first site, you'll see it listed in the **Flywheel Dashboard**.

Each site will have its own unique dashboard, which we'll call the **Site Dashboard**. After logging in to the **Flywheel Dashboard**, clicking on a site name will bring you to this page.
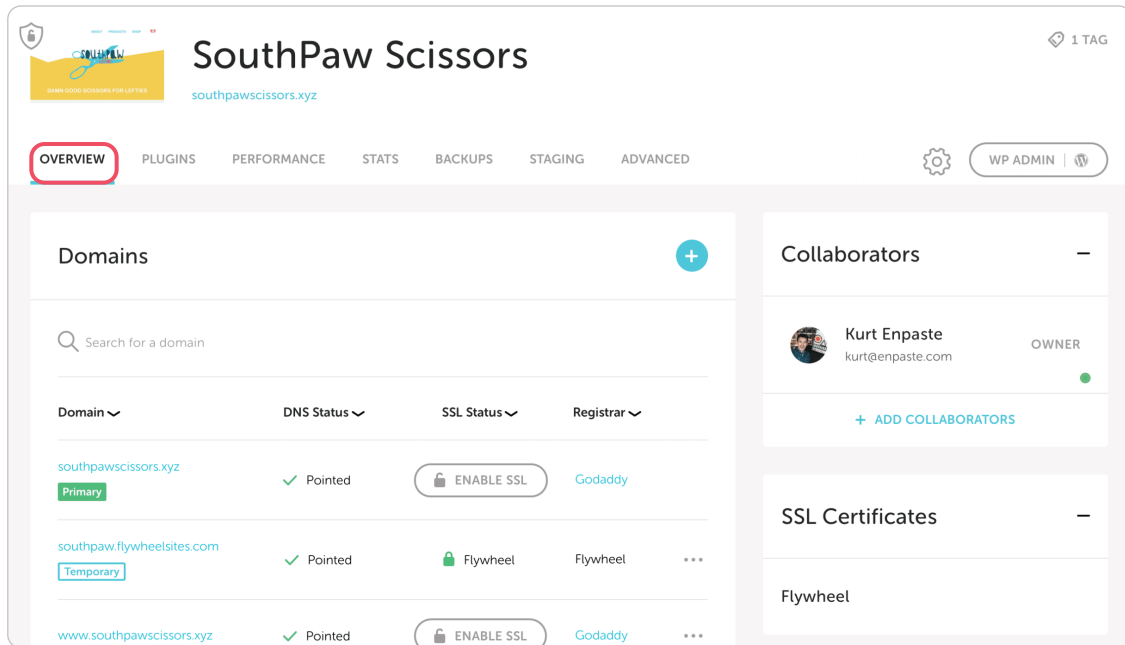
Overview tab

This is the default view when you open a **Site Dashboard**. There are a few important details in this first tab, so let's look at the ones you may need when getting started!

WP ADMIN

The **"WP Admin"** button is listed on the far right of the **Overview** tab, just above the **Domains** box. Click this button to navigate to the back-end WordPress editor for the site.

DOMAINS

When a new site is created, a randomly generated temporary domain (ending in .flywheelsites.com) is assigned to the site. Until you are ready to assign your own domain to the site, you can use this address to edit or review your site.
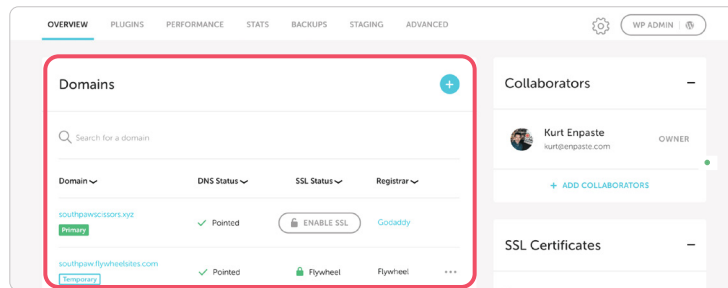
YOUR IP ADDRESS

Your site's IP address is listed below the **SSL Certificates** box (you will see a flag for the country the data center lives in). You'll need this address for setting up your domain.
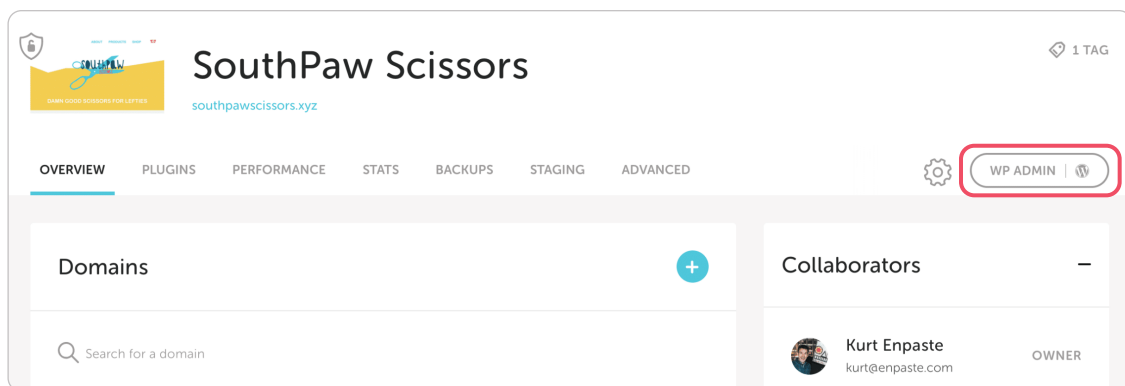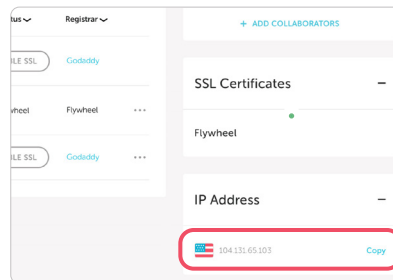

PRIVACY MODE

The Privacy Mode password protects your site from being seen by visitors or crawled by search engines before you're ready to take it live. This is located just below the site's IP address.
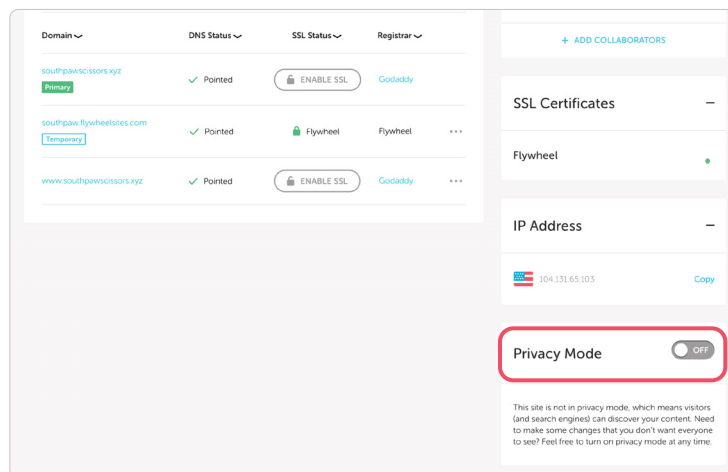
When **Privacy Mode** is on, visitors will be required to enter the username and password listed in these fields before they can view the site. By default, every site will have **Privacy Mode** enabled but can be turned off once the site has been paid for. *See page 11 of this pdf for more info on passwords and Privacy Mode!*

Stats tab

In the **Stats** tab, you'll see the site's visits and used/available storage for the billing period.
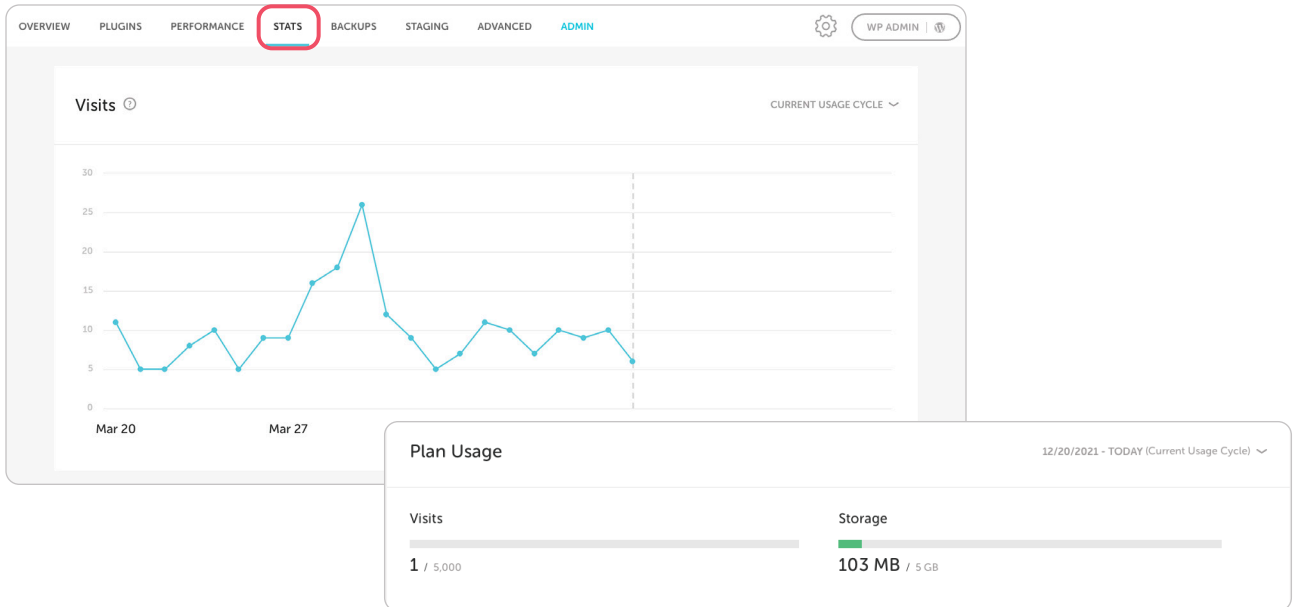
SITE VISITS

When Flywheel measures traffic, we specifically count the number of "visits" to your site in a given month. **We define a visit as: a unique IP address in 24-hour period**. You can learn more about site visit and how they are measured [here](#).

Backups tab

Rest easy knowing backups are taken nightly and stored up to 30 days! In the [Backups](#) tab, you'll find the last 30 backups as well as statistics about each backup.

Advanced tab

The **Advanced** tab is home to a number of tools and features. With so many options, it's important to know which ones are right for your site. We have a great guide that explains each of these tools and how to best use them, check it out here.
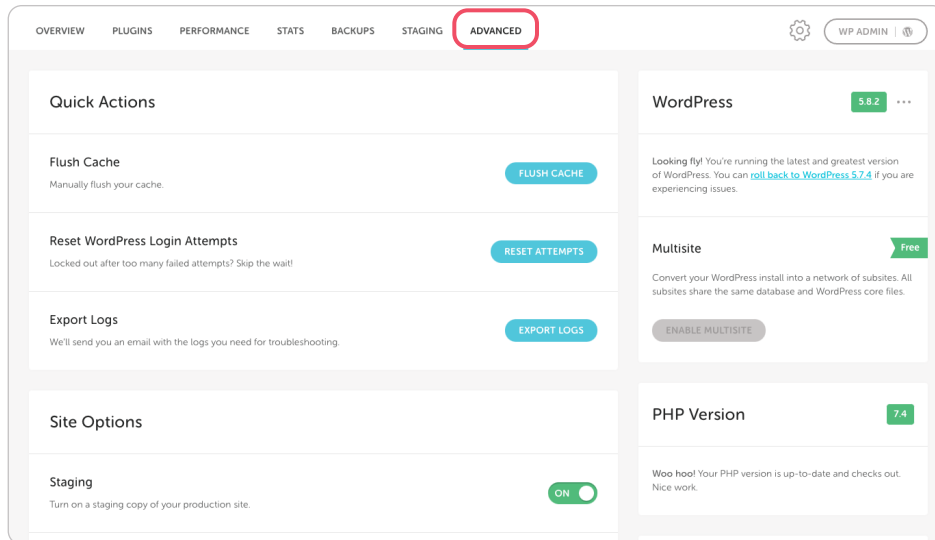
Performance tab

With this delightful Add-on, you'll receive reports from our team of experts highlighting site performance, areas of improvement, and actionable recommendations. Learn more here.

Billing tab

You can view your subscription details and invoices in the **Billing** tab. Hover over the ellipsis in the right corner of **Billing History** to update your payment method, transfer billing, and more.
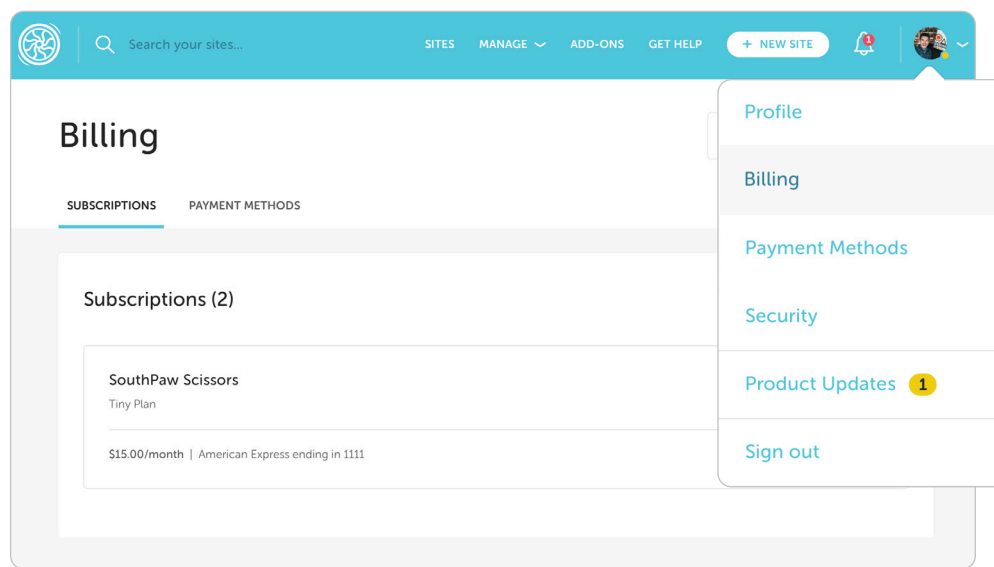
A guide to passwords

Get familiar with the passwords you'll use while navigating through the Flywheel dashboard

YOUR FLYWHEEL USER PASSWORD

This is the login you'll use when you first log in to your Flywheel account. Logging in here will bring you to the main **Flywheel Dashboard,** which is where you'll find all the sites you own, manage, or collaborate on.
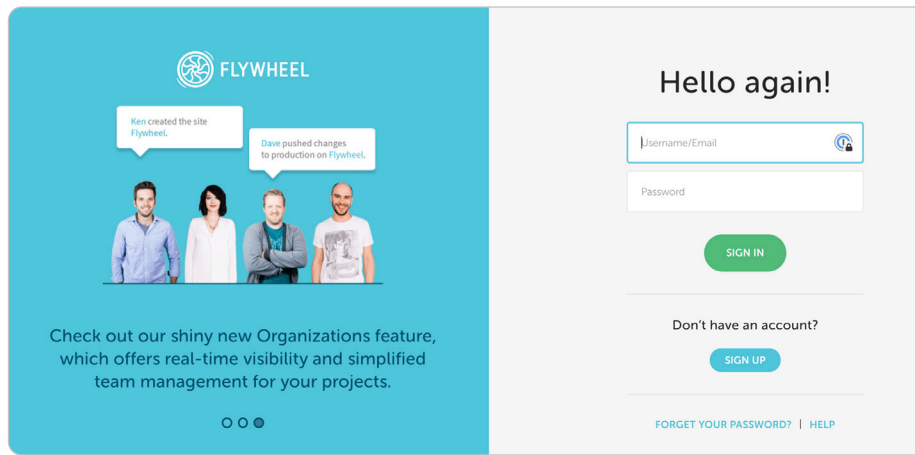
Bonus: This same login also gives you SFTP access for all the sites you own or collaborate on! No need to remember different sets of credentials.

THE PRIVACY MODE PASSWORD

By default, **Privacy Mode** is enabled on all individual Flywheel sites. It can be found in the site's dashboard under the **Domains** section.
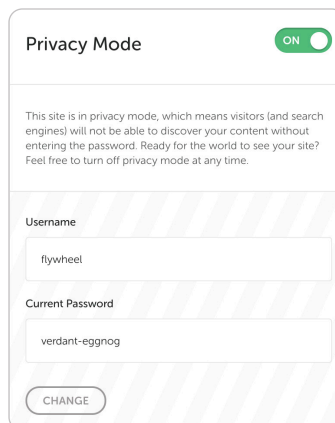
The username defaults to **"Flywheel,"** and the password defaults to a fun, random two-word

combination. You can also disable **Privacy Mode** as soon as the site's subscription is paid, and you'll want to be sure to do this when you go live so that visitors can see your site.

Sign in

http://www.southpawscissors.com
Your connection to this site is not private

Username	[ ]
Password	[ ]

Cancel   **Sign In**

If you see a pop-up over a white screen when you try to access your Flywheel site, the privacy mode username and password is what you're looking for.

(Note: You may need to disable Privacy Mode before some plugins, themes, and external services, such as speed tests, can communicate with the site properly.)
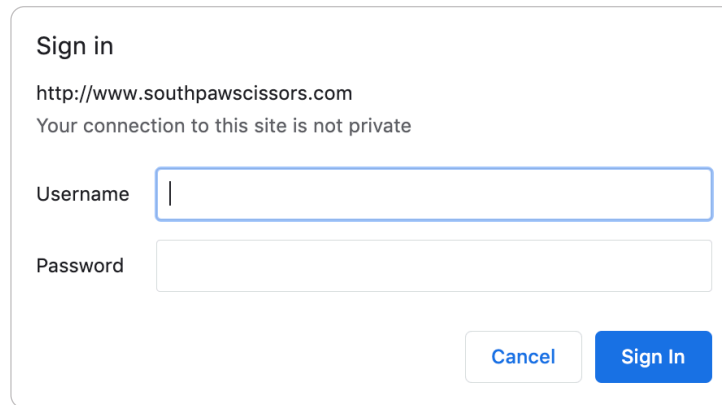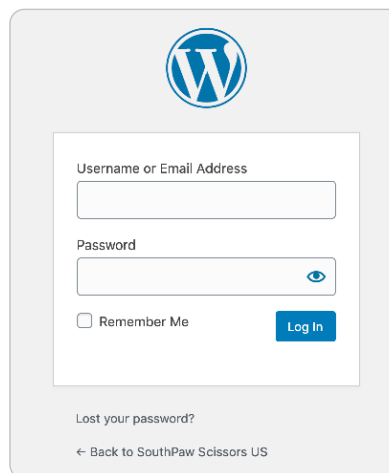
YOUR WORDPRESS PASSWORD

This is the actual login for your site itself; it's where you can enter your credentials to access the WordPress admin area, and make edits to pages, posts, plugins, themes, etc. If you created your site on Flywheel, this is where you'll enter the credentials you chose when the site was first spun up.

Username or Email Address
[ ]

Password
[ ] 👁

☐ Remember Me   **Log In**

Lost your password?

← Back to SouthPaw Scissors US

You can access the site's WordPress login page through the "**WP Admin**" button in the site's dashboard, or through [your site's URL]/wp-admin, although some security plugins may change this link address.

Taking your site live

Ready to go live on Flywheel? Here's how!

Whether you're going to own the site yourself or transfer billing to your client, payment must first be submitted before the site can go live. You can submit payment or transfer billing by going to the **Billing** tab in the site's dashboard.

TURN OFF PRIVACY MODE

Turning off **Privacy Mode**, or removing the password protection, for your site in Flywheel will be the next step. You can turn the password off from the **Overview** tab for your site. The **"On/Off"** switch can be found in the bottom right section of the page.
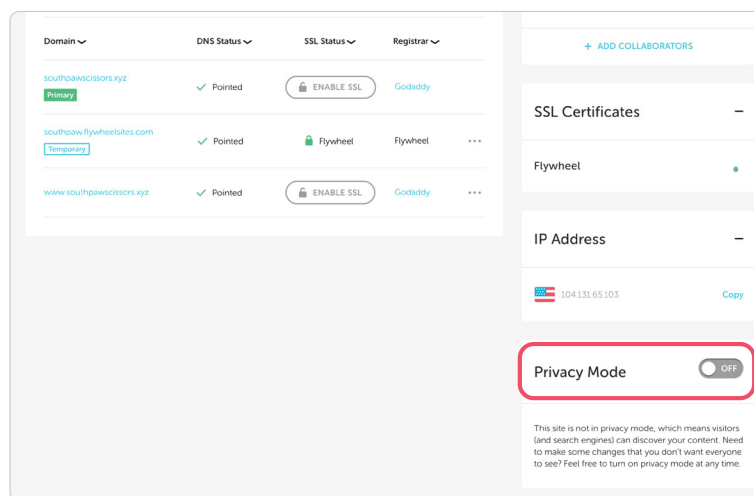
ADD DOMAINS

Add any domains you will be pointing at your site to the domain list on the site's page in Flywheel. This includes www.example.com and example.com.
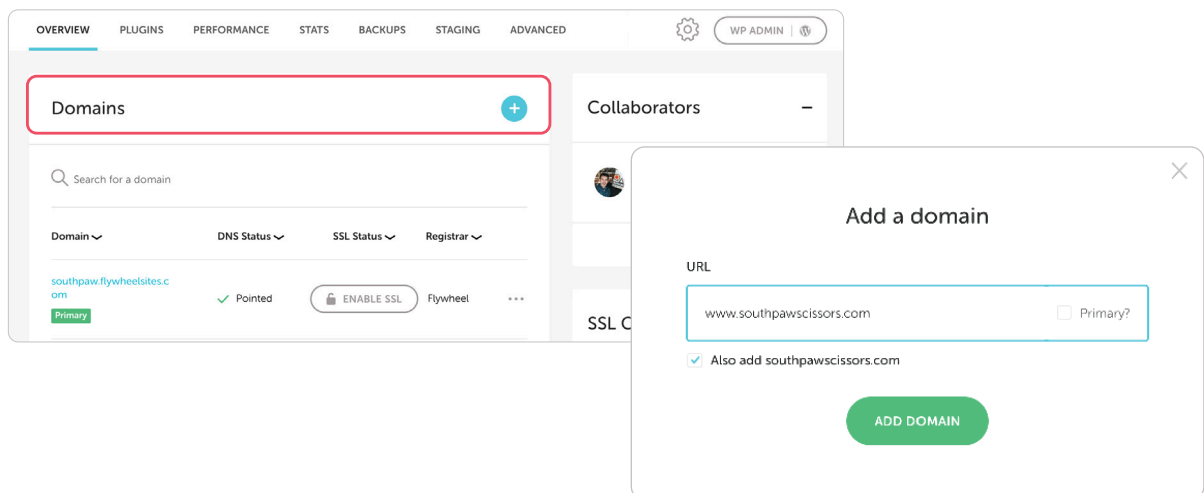
SET PRIMARY

Set the appropriate domain to primary. This will update your site's database to use the correct domain. (Note: if you checked the "**Primary?**" box when you added the domain in the step above, you can skip this; it will already be done!)

POINT DOMAIN DNS

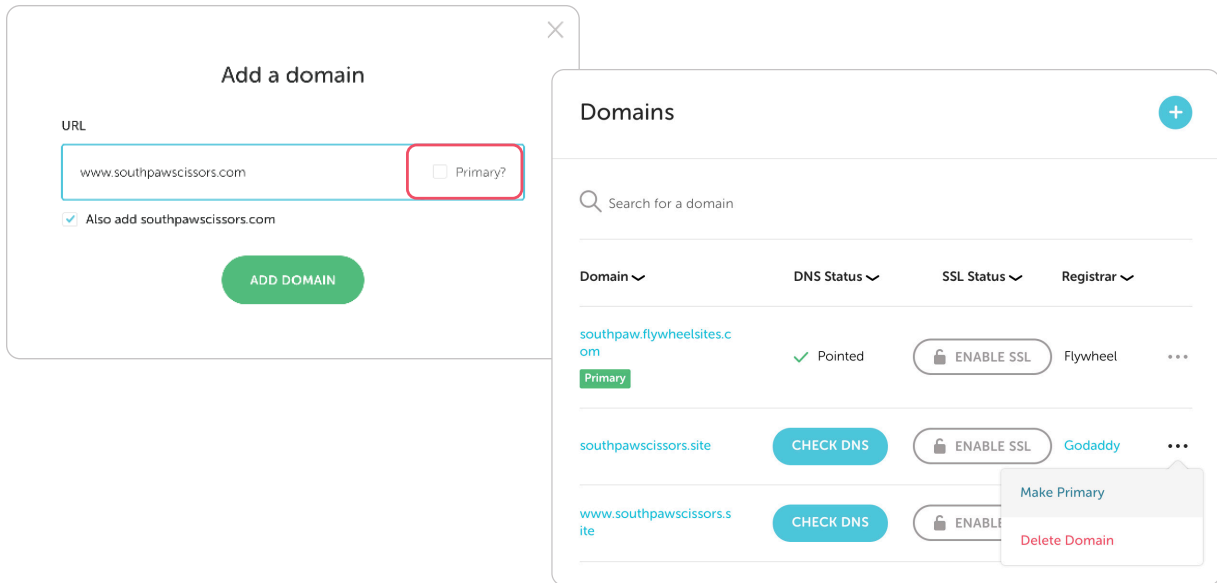Point your domain(s) at the site's IP address (found directly below the domain list in Flywheel). For more information on how to point DNS at your site, visit our help article on setting up DNS. We also have registrar-specific articles for setting DNS on GoDaddy, MediaTemple, Hover, Namecheap, and Bluehost.

To point your DNS at Flywheel, we recommend the following settings:

Domain	DNS Record Type	Value
example.com	A record	Your Flywheel site IP address
www.example.com	CNAME record	example.com

To see if everything has been set up correctly, head over to our handy-dandy DNS Checker Guide. These resources can tell you if everything's A-OK, or if something isn't quite right.

(Note: DNS changes can take up to 48 hours to fully propagate. Because the change isn't instant, these DNS Health Checkers might take several minutes to begin seeing changes.)

Once you've completed all of these steps, congratulations! Your site will be live on Flywheel. Now let's talk about how you can manage it for years to come, and what we'll do to help.

Managing your site

Now that your WordPress site is live on Flywheel, managing it will be easier than ever before! From WordPress core updates to nightly backups, we're here to make sure your site is always performing at its best.

WORDPRESS UPDATES

Whenever there's an update to the WordPress core, we'll automatically update your site to the latest version! This is one of the most important things you can do to keep your site safe and running smoothly, so we roll these updates out on a scheduled basis so you don't have to!
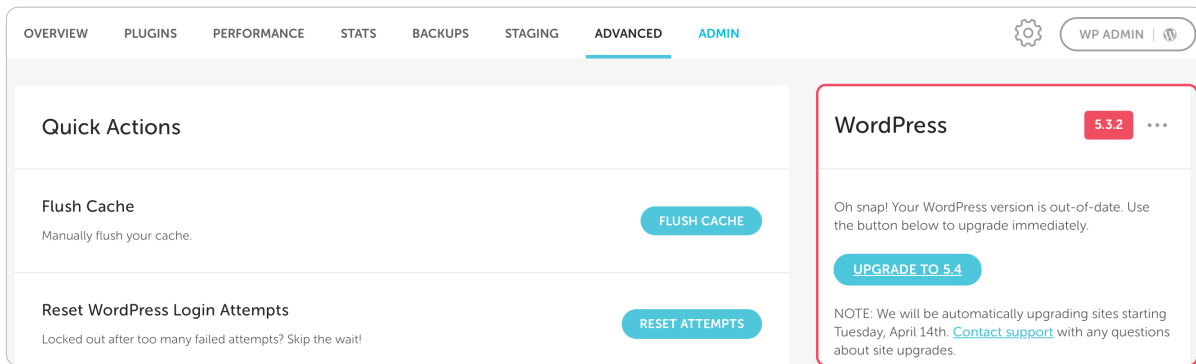
**Flywheel updates the WordPress core on the following schedule:**

- Security releases (such as 4.7 to 4.71) are automatically installed within 24-72 hours of release.

- Major releases (such as 4.7 to 5.0) are automatically updated within two weeks after release.

You'll always receive an email when updates are completed, plus you can opt-out of major releases if you want more time to perform testing.
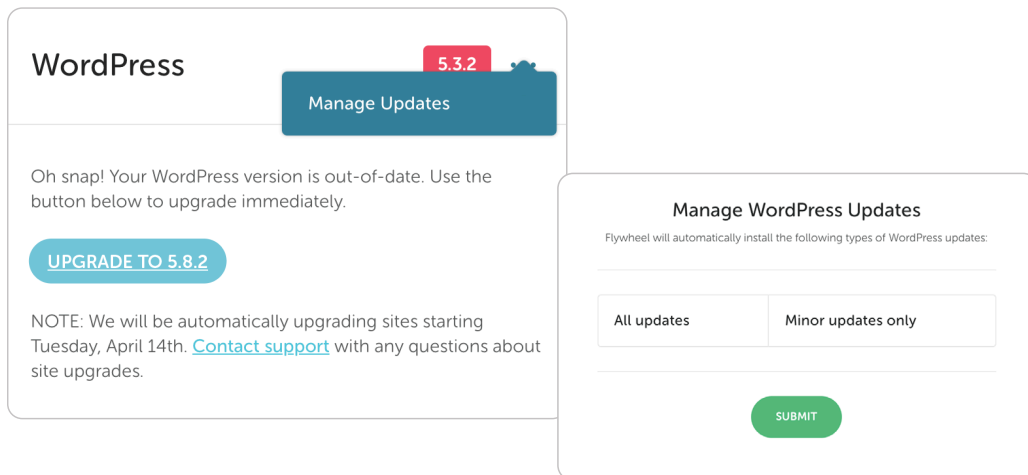
STAGING

Next time you redesign your site, don't worry about setting up a development copy or separate server to test things on. With our **Staging** feature, you can easily keep experiments away from your production site, and simply push features live when you're happy with them.
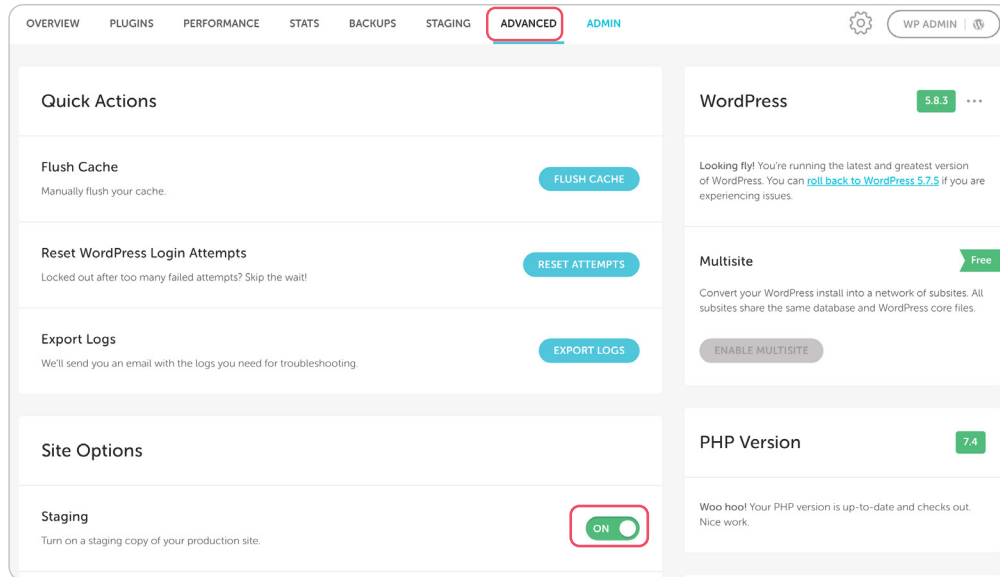
Staging is a safe way to test your site changes. Plus, if you accidentally push something live, you can always roll back to one of those backups we talked about earlier.
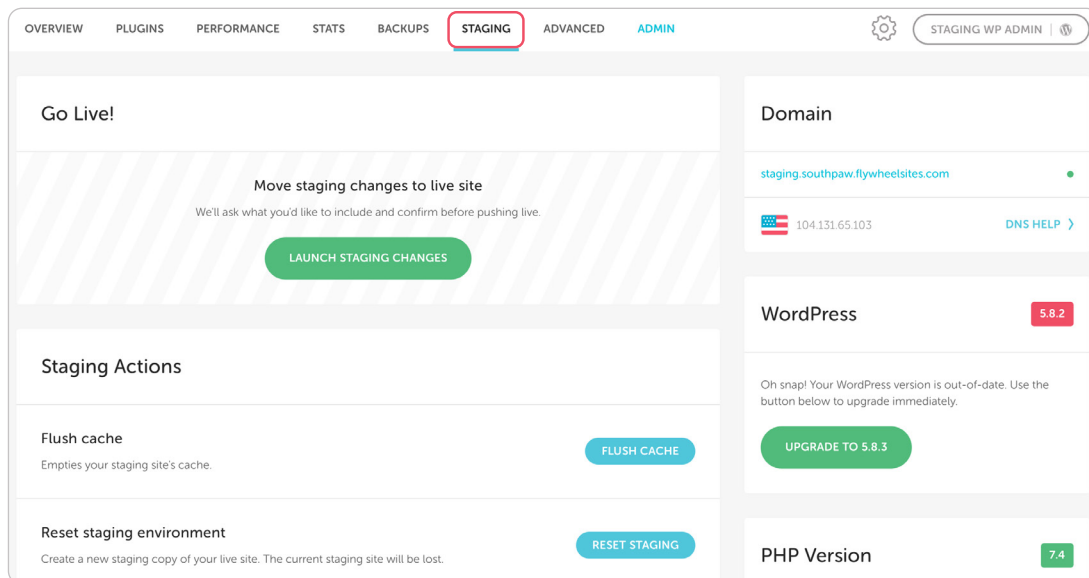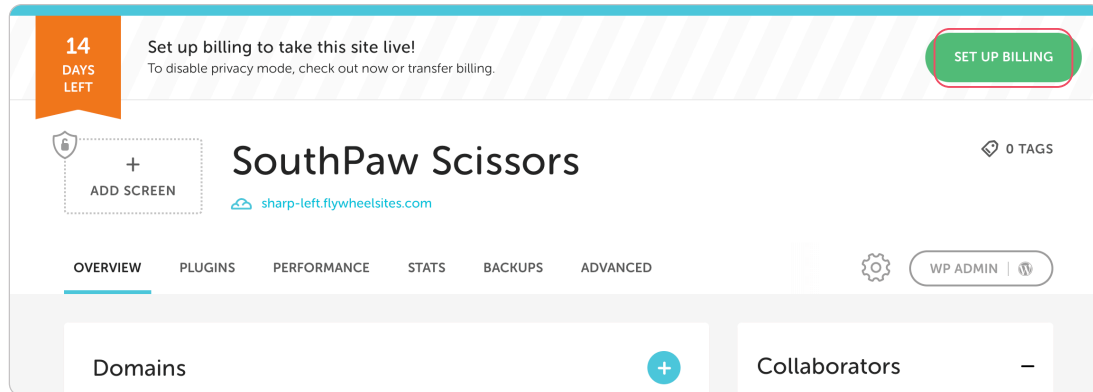
Collaborating on Flywheel

Transfer billing to a client

DEMO SITES

If the site you're transferring is a **demo site**, you will want to go to the site dashboard and click the **"Set Up Billing"** button in the top right section of the page.

PAID SITE

If you currently own the subscription and site, you can also transfer a site from the Billing tab. Hover on the gear icon to the right of **"Billing History,"** and click **"Transfer subscription."**
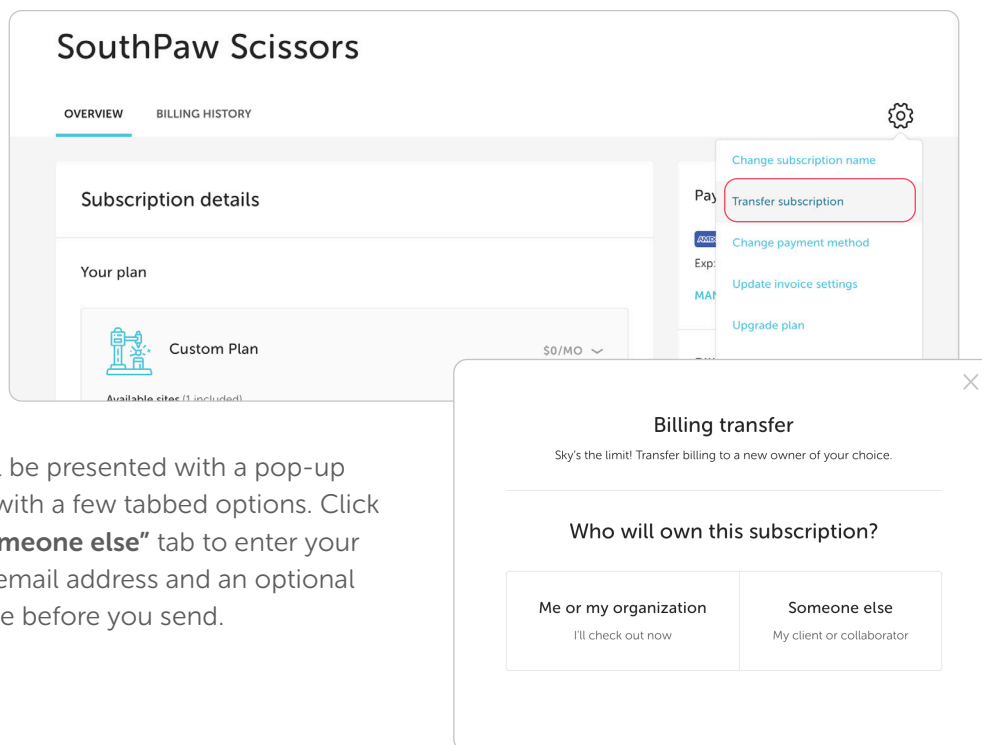
You will be presented with a pop-up modal with a few tabbed options. Click the **"Someone else"** tab to enter your clients email address and an optional message before you send.

Once you send the payment request form, your client will receive an email. By clicking the **"Submit Payment"** button, your client will be prompted to log in or create an account on Flywheel and enter their credit card information.

Tools for collaboration

ORGANIZATIONS

With **Organizations**, all of your team's sites are on a single dashboard, and everyone on your team has access to create sites, push a site to production, or request billing. You'll also be able to gain insights into the progress your team is making in real time. Learn more here.
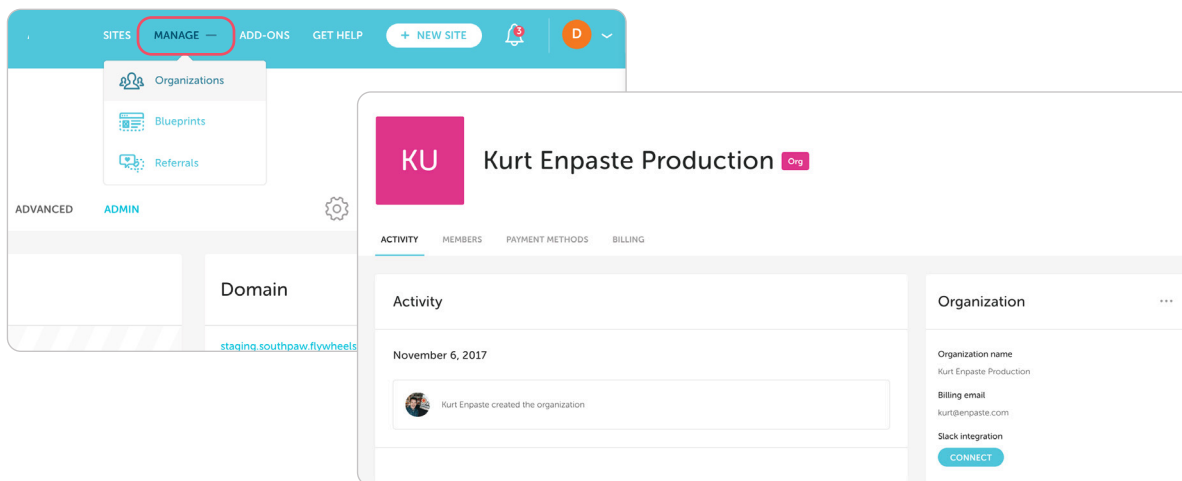
COLLABORATORS

Collaborators, on the other hand, are added to individual sites, one at a time. So if you're working with a partner or pulling in a freelancer to assist with the work, you can add them as a Collaborator to a single site, without giving them access to everything else.
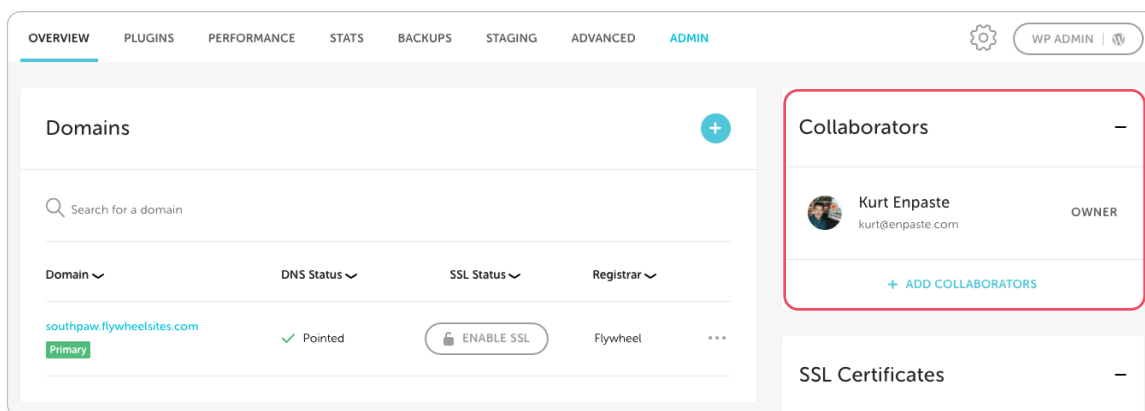
To add a Collaborator to your site, simply go to the site overview and click **"Add Collaborator."** Just enter their email address and we'll send 'em a message to get started.

Voila! You've successfully built and launched your first site on Flywheel, and we're ready to help you manage it for years and years.

We'll take care of the boring technical stuff, so you can get back to doing what you love – building beautiful, functional sites for your clients.

If you have any questions along the way, feel free to contact support.

Stay fly!

Add-ons

Enhance your plan with above-and-beyond services and solutions
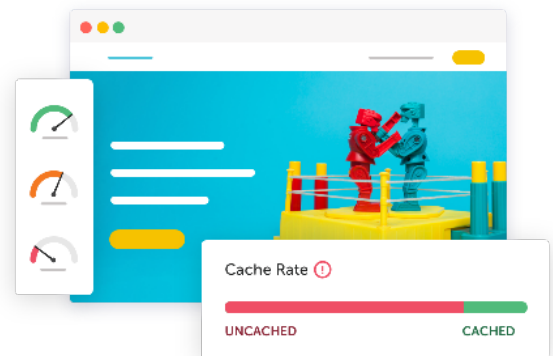
PERFORMANCE INSIGHTS

With Performance Insights, you'll receive reports from our team of experts highlighting site performance, areas of improvement, and actionable recommendations.

STARTING AT $25 PER MONTH

LEARN MORE

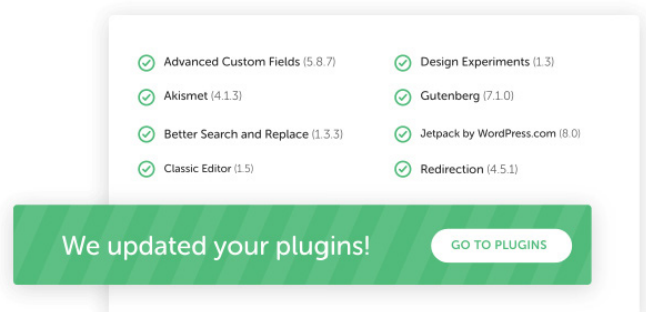Includes one site | $2/mo for each additional site

MANAGED PLUGIN UPDATES

Each month, we'll update any plugins on your site to the newest version. Once we're finished, we'll package up a report so you can know exactly what we did and why we did it!

STARTING AT $8 PER SITE

LEARN MORE

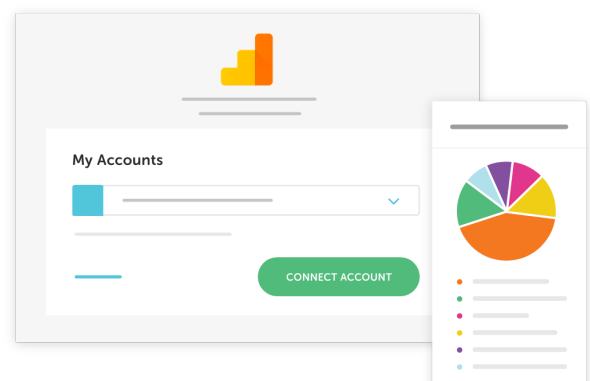Includes one site | $8/mo for each additional site

GOOGLE ANALYTICS

Our Google Analytics Add-on gives you the data to help you discover the key behavior of your users and shape your web strategy to focus on what matters most. All you need is your Google Analytics account to get started!

ENABLE FOR FREE!

LEARN MORE

Still have questions?

Between our help articles, WordPress resources, and support team of WordPress experts, we're always here to help! Stop wasting time on server management, security plugins, caching, and all those other boring repetitive tasks and instead, get back to doing what you love – building beautiful, functional sites for your clients.

Contact support

FLYWHEEL